

the following: recommended input, required input, example input, subsequence list, and a description of what to expect next.

33. The computer-readable medium according to Claim 24 further including a sequence of instructions to perform converting the sequence of instructions associated with the selected task displayed to the end user to an audio output by means of recorded voice files or a text-to-speech synthesizer coupled to the sequence of instructions associated with the selected task displayed to the end user, wherein the instruction being displayed is presented audibly.
34. The computer-readable medium according to Claim 24 wherein the sequence of instructions causing the processor to perform monitoring a sequence of interactions by the end user with one or more selectable graphical areas before automatically selecting a list of possible tasks associated with the sequence and highlighting the list of possible tasks.

#### REMARKS

Claims 1-22 are pending in the application. Claims 1-22 were rejected under 35 U.S.C. §103(a) as being unpatentable over Himmel *et al.* (U.S. 6,211,874) in view of Johnson *et al.* (U.S. 4,648,062). Claims 1 and 12 are amended. Claims 23-34 are added. No new matter is introduced.

Himmel *et al.* teach a web browser having a graphical user interface (GUI) similar to the GUI supporting the Applicants' "software training and technical support" as recited in amended Claim 1 in the last line. Himmel *et al.* do not, however, teach the software training and technical support.

Johnson *et al.* teach providing help for a "specific step in a task process" (Col. 2, line 56). The help provided by Johnson *et al.* allows the user to "not have to remember detailed sequences" (Col. 2, lines 60-61), which has the opposite affect on the end user from the Applicants' claimed invention that, through a sequence of instructions in a graphical overlay, assists "the end user in learning the sequence." The other forms of help taught by Johnson *et al.*

and summarily discussed in Col. 2, lines 62-68 do not provide “software training and technical support” that assists “the end user in learning the sequence.”

Because Himmel *et al.* and Johnson *et al.* alone or in combination do not teach or suggest the invention as recited in Claim 1, the Applicants respectfully submit that the rejection under 35 U.S.C. §103(a) should be withdrawn.

Because Claims 2-11 depend from Claim 1, these claims should also be allowed.

Independent Claim 12 includes similar claim limitations as Claim 1. Therefore, this claim should be allowed for similar reasons.

Because Claims 13-22 depend from Claim 12, these claims should also be allowed.

Independent Claims 23 and 24 include similar claim limitations as Claim 1 and should be allowable for similar reasons as discussed above.

Because Claims 25-34 depend from Claim 24, these claims should also be allowed.

#### CONCLUSION

In view of the above amendments and remarks, it is believed that all claims (Claims 1-34) are in condition for allowance, and it is respectfully requested that the application be passed to issue. If the Examiner feels that a telephone conference would expedite prosecution of this case, the Examiner is invited to call the undersigned at (978) 341-0036.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

By Mark B. Solomon  
Mark B. Solomon

Registration No. 44,348

Telephone: (978) 341-0036

Facsimile: (978) 341-0136

Concord, MA 01742-9133

Dated: 12/31/02

MARKED UP VERSION OF AMENDMENTSClaim Amendments Under 37 C.F.R. § 1.121(c)(1)(ii)

1. (Thrice Amended) In a computer, an apparatus for providing software training and technical support to an end user, the apparatus comprising:

a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

a list of task indications coupled to said window, each task having an associated task indication;

a graphical overlay coupled to said window[, wherein said overlay is] and positioned over said window[:]  
to display, for each task indication, a sequence of instructions [is displayed in the graphical overlay, each instruction] directing attention to [a] respective selectable graphical [area] areas; and

a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas, wherein after [selecting] being used to select a task, [the end user employs] the selector enables the end user to interact with at least one selectable graphical area associated with the selected task in response to at least one instruction[, displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area[, wherein];

the graphical overlay [provides] displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window[, and wherein] to assist the end user [learns a] in learning the sequence associated with [a] the selected task through actively interfacing with said window to provide the software training and technical support.

12. (Thrice Amended) In a computer, a method for providing software technical support and training to an end user, the method comprising:

providing a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

displaying a list of task indications coupled to the window, each task having an associated task indication;

forming a graphical overlay coupled to said window[, wherein said overlay is] and positioned over said window;

for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area; [and]

providing a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas[, wherein after selecting a task,];

receiving a task selection;

enabling the end user [employs] to employ the selector to interact with at least one selectable graphical area associated with the received task selection in response to at least one instruction[,] displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area[, wherein]; and

in the graphical overlay, [provides] displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window[, and wherein] to assist the end user [learns a] in learning the sequence associated with [a] the selected task through actively interfacing with said window to provide the software training and technical support.